

## **Joint Committee on Corrections**

### **Information for Legislative Institutional Visits**

Facility Name: Eastern Reception Diagnostic and Correctional Center			
Custody Level	5	Warden	Terry Russell
Total Acreage	213	Address	2727 Highway K
Acreage w/in Perimeter	76		Bonne Terre, MO 63628
Square Footage	693,413	Telephone:	(573) 358-5516
Year Opened	2003	Fax:	(573) 358-0734
Operational Capacity/Count (as of December 1, 2014)	Capacity-2717 Count-2842		
General Population Beds (capacity and count as of December 1, 2014)	Capacity-1618 Count-1678	Deputy Warden	Joe Hoffmeister, DWO
Segregation Beds (GP) (capacity and count as of December 1, 2014)	Capacity-364 Count-221	Deputy Warden	Jason Lewis, DWOM
Treatment Beds (capacity and count as of December 1, 2014)	None	Asst. Warden	Stan Jackson, GP
Work Cadre Beds (capacity and count as of December 1, 2014)	Capacity-92 Count-93	Asst. Warden	Stanley Payne, R & D
Diagnostic Beds (capacity and count as of December 1, 2014)	Capacity-1007 Count-1149	Major	David Vandergriff
Segregation Beds (Diagn.) (capacity and count as of December 1, 2014)	Capacity-164 Count-79		
Protective Custody Beds (capacity and count as of December 1, 2014)	Capacity-72 Count-72		

#### **1. Capital Improvement Needs:**

- a. How would you rate the overall condition of the physical plant of the institution?  
**Fair to good.**
- b. What capital improvement projects do you foresee at this facility over the next six years?  
**Del-Norte security fence, maintenance on the power plant electrical system, replace the building automation system (BAS and painting the water tower.**
- c. How critical do you believe those projects are to the long-term sustainability of this facility?  
**Del-Norte security fence: This system is in need of replacement within the near future.**

**Maintenance on the power plant electrical system: This is the most critical of all the projects for the following reason-if this system was to fail, the facility would be without electricity and water for extended periods of time.**

**BAS replacement: The loss of this system would mean no control of the heat exchangers, outside lighting and all HVAC function of the facility. The computer that**

runs the system is Windows 2000 and Johnson Controls will no longer support the M5 system.

**Painting the water tower:** This project is becoming more critical every year.

**2. Staffing:**

- a. Do you have any critical staff shortages? **No**
- b. What is your average vacancy rate for all staff and for custody staff only?  
**All Staff average vacancy rate is 7.9, custody average per month 6.0 and non-custody average per month is 1.9.**
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?  
**The accrual and usage of comp-time is difficult to manage as an effective balance is tricky to achieve. Administrative directive to manage overtime causes a shift/institution to staff at the minimum levels. When the number of staff on site is increased to achieve goals outlined by administration, comp-time is also increased by default.**
- d. What is the process for assigning overtime to staff?  
**The assignment of overtime to staff is done on a voluntary and mandatory basis which is governed by Procedures/Post Orders. One determines the need for a staff member to accrue overtime based on the minimum staffing needs of the shift/institution. If the shift is below minimum staffing, staff would need to volunteer to fill vacancies until the minimum staffing is met/achieved. If there are no volunteers, staff is mandated to stay and accrue comp-time based upon the mandatory overtime list until the minimum staffing is met/achieved.**
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off? **Approximately 76% of comp time accrued is paid off; 24% is used**
- f. Is staff able to utilize accrued comp-time when they choose?  
**Unfortunately, for custody NOT usually due to staffing. Non-custody does seem to be able to utilize their comp time.**

**3. Education Services:**

- a. How many (and %) of inmate students at this institution are currently enrolled in school?  
**There are 320 offenders enrolled, out of 616, 52%.**
- b. How many (and %) of inmate students earn their HSE each year in this institution?  
**Last year, 65 offenders earned their HSE, 11%.**
- c. What are some of the problems faced by offenders who enroll in education programs?  
**Offenders enrolled in education may face difficulty due to learning disabilities, mental health issues, medical issues and behavior problems. Additionally, many offenders lack self-confidence because of educational failures prior to incarceration.**

**4. Substance Abuse Services:**

- a. What substance abuse treatment or education programs does this institution have?  
**ERDCC does not provide substance abuse treatment, but we do have a substance abuse education program called Living in Balance. It is a 12 week evidence-based curriculum developed by Hazelden, which is facilitated by classification staff.**
- b. How many beds are allocated to those programs?  
**The education class is not bed-based so no beds are allocated.**
- c. How many offenders do those programs serve each year?  
**Approximately 75 offenders**
- d. What percent of offenders successfully complete those programs?

**Approximately 71%. Those discharged were due to segregation assignment for protective custody concerns, rule violations, or were due to transfer as a result of custody level reductions.**

- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?

**The challenge we have encountered with providing Living in Balance are the offenders missing class due to violations, protective custody and transfers due to reclassification.**

**5. Vocational Programs:**

- a. What types of vocational education programs are offered at this institution?  
**ERDCC does not offer any vocational education programs.**
- b. How many offenders (and %) participate in these programs each year? **N/A**
- c. Do the programs lead to the award of a certificate? **N/A**
- d. Do you offer any training related to computer skills? **N/A**

**6. Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution?  
**A complete line of janitorial, laundry, kitchen and personal care products are manufactured at ERDCC. Corrugated cartons are also produce.**
- b. How many (and %) of offenders work for MVE at this site?  
**Twenty seven (27) offenders are employed. This is 2% of the workers available at ERDCC.**
- c. Who are the customers for those products?  
**State agencies, city and county governments, political subdivisions, state employees, not-for-profit organizations and other tax supported entities.**
- d. What skills are the offenders gaining to help them when released back to the community?  
**U.S. Department of Labor's Apprenticeship Program; we have currently 19 workers enrolled. Work place essential skills, computer skills, including manufacturing procedures, production techniques, quality control, inventory control, cost control, work place safety and shipping and receiving skills.**

**7. Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care?  
**Yes**
- b. How many offenders are seen in chronic care clinics?  
**ERDCC averaged 1881 chronic care clinic enrollments. Chronic care clinics are seen by a practitioner twice annually. The largest individual chronic care clinic enrollments are cardiovascular (#1), hepatitis C (#2) and pain (#3).**
- c. What are some examples of common medical conditions seen in the medical unit?  
**Cardiovascular disease, hypertension, asthma, diabetes, seizure disorder, fractures, cancer, chronic pain, wounds, rashes and skin disorders, HIV, hepatitis C, COPD and respiratory disorders and general decline and inability to care for self due to aging.**
- d. What are you doing to provide health education to offenders?  
**An Offender Health Fair is held annually. The ERDCC 2014 Offender Health was held on 12/3/14 with 484 offenders attending.**
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?  
**No cases of active Tuberculosis in 2014.**
- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else? If yes, please explain

**Absolutely, yes. The increase age of the population and longer life expectancy in the community has a parallel effect on the prison population. Additionally, incarcerated people have access to medications and medical care they may not have had access to in the community. This causes a marked increase in the use of current resources. An increased aged population equals an increase demand for medication, medical appointments, specialist encounters, procedures and infirmary use. Throughout 2014 ERDCC has sustained a higher permanent patient population in the infirmary than any other year in ERDCC's existence. This is predominantly due to the increased geriatric prison population and their inability to care for themselves in the general population section of the facility.**

**8. Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services?

**Offenders are able to request mental health services through the HSR (Health Service Request) process. The HSR is submitted and upon being received in the department, he is to be seen within 5 business days. If it is an emergent concern, the offender often alerts a staff member who will then alert a mental health member and the offender can be seen for a crisis intervention.**

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

**There were no completed suicides at ERDCC in the past year. Upon arrival at intake, offenders are provided an informational packet on ways to prevent suicide and what to do if they are experiencing suicidal thoughts. Additionally, at least on a monthly basis, the psychologists provide Suicide Prevention Training to DOC staff members going through re-certification.**

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

**Approximately 400 offenders (15% of the population) at ERDCC are on psychotropic medications.**

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

**There are approximately 500 offenders on mental health chronic care caseload. They are seen by their assigned counselor on a monthly basis, or more, depending on the severity of their mental illness. These offenders are also seen by the psychiatrist for medication management no more than every 90 days (some are seen every 2 weeks, some monthly, etc., depending on the psychiatrist's need to see them). Currently there are 33 MH4 (seriously mentally ill) offenders here; they are seen by their counselor and the psychiatrist at least monthly. If an offender is deemed to have difficulties functioning in general population, he will be referred, based upon certain criteria, to special programming (SRU, SNU, SSRU).**

9. What is your greatest challenge in managing this institution?

**The mere size and complexity of this institution is a challenge. With more than 2700 offenders and nearly 900 staff, it is a small city with the complexity of a Reception and Diagnostic Center, a level 2/5 (medium/maximum) general population unit and a minimum security unit within the security perimeter. These dynamics offer unique challenges and opportunities for management. The challenge is enhanced with issues such as managing an institution call outs, FMLA and Leave Without Pay for the staff. In additions, the current economic climate of the nation and revenues of the State of Missouri present unique**

**challenges in managing an institution of this size and operating within the boundaries of current budgetary constraints.**

10. What is your greatest asset to assist you in managing this institution?

**The institution is very fortunate to have an excellent Administrative Team and a host of hard working, dedicated employees committed to the Department's Mission.**

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

VEHICLE IDENTIFICATION NUMBERS						
LICENSE#	MAKE	CLASS	MILES	YEAR	CONDITION	DOC I.D. #
13-0014	FORD	FULL SIZE SEDAN	107300	2010	good	247632
13-0122	FORD	FULL SIZE SEDAN	175700	2007	Fair / Good	245852
13-0193	chevy	FULL SIZE SEDAN	143750	2007	good	244221
13-0248	FORD	FULL SIZE SEDAN	115900	2010	good	247633
13-0328	FORD	15 PASSENGER VAN	102320	2008	good/caged van	244462
13-0332	FORD	FULL SIZE SEDAN	90420	2007	Fair / Good	245846
13-0360	BLUEBIRD	PASSENGER BUS	7500	2015	new	247850
13-0508	FORD	FULL SIZE SEDAN	160500	2007	Fair/used for vp	245851
13-0713	JEEP	CHEROKEE	66100	1998	Fair / used for winter vp	206659
13-0824	FREIGHTLINER	2 TON FLAT BED	22220	2000	good	237275
13-0826	FORD	DUMP TRUCK	8650	2000	good	237334
13-0827	FORD	DUMP TRUCK	14300	2000	good	237333
13-0829	BLUEBIRD	PASSENGER BUS	280900	2001	Fair/rough high mileage	238220
13-0860	FORD	FULL SIZE SEDAN	166500	2007	Fair / Good	243438
13-0862	DODGE	1/2 TON 2WD PICKUP	34800	2002	good	239619
13-0866	FORD	15 PASSENGER VAN	17200	2014	new	247647
13-0873	FORD	15 PASSENGER VAN	13200	2014	new	247640
13-0874	FORD	15 PASSENGER VAN	41600	2012	Good/ handicap van	247534
13-0877	CHEVROLET	FULL SIZE SEDAN	56700	2008	good	247599
32-0226	CHEVROLET	FULL SIZE SEDAN	166000	2008	good/used for vp	135120
32-0264	CHEVROLET	UPLANDER VAN	117500	2008	Fair / Good	135150
32-0267	CHEVROLET	UPLANDER VAN	2025600	2008	Fair/rough high mileage	135140
32-0280	CHEVROLET	UPLANDER VAN	241300	2008	Fair/rough high mileage	135141
32-0284	CHEVROLET	UPLANDER VAN	116700	2008	Fair / Good	135137
32-0287	CHEVROLET	UPLANDER VAN	102800	2008	Fair / runs rough	135091
13-0890	FORD	F150 1/2 TON PICKUP	38300	2003	good	239933
13-0891	FORD	F150 1/2 TON PICKUP	42100	2003	good	239934
13-0892	FORD	F150 1/2 TON PICKUP	21900	2003	good	239935
13-0893	CHEVROLET	2500 HD 3/4 TON 4WD P/U	47600	2003	good	239977
13-0899	FORD	BOX BED	80000	2003	good	239987
13-0900	BLUEBIRD	PASSENGER BUS	5600	2015	new	247849
13-0901	FORD	EXPLORER	80500	2003	Fair / Wrecked one side	240598

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

**Medium, the greatest majority of our staff states they enjoy their job assignment as well as the career itself. The greatest majority of complaints related to lack of pay increase and the rise of benefit expenses.**

**13. Case Managers:**

- A. How many case managers are assigned to this institution?  
**General Population: 14 CCM IIs & 1 CCA**  
**C & A: 2 CCM IIIs & 6 CCM IIs**  
**R & D: 6 CCM IIs**  
**Grievance: 1 CCM II**  
**Total: 2 CCM IIIs, 26 CCM IIs & 1 CCA**
- B. Do you currently have any case managers vacancies?  
**Yes, one CCM II**
- C. Do the case managers accumulate comp-time?  
**Typically due to budget constraints, comp time is not approved. However, staff may flex the time off later in the week if necessary.**
- D. Do the case managers at this institution work alternative schedules?  
**All work five 8-hour shifts, but start/end times range between 7:00 am-4:30pm, Mon-Fri.**
- E. How do inmates gain access to meet with case managers?  
**Open office hours are held daily. The adseg case managers do rounds every day.**
- F. Average caseload size per case manager?
- # of disciplinary hearings per month? **GP: 345 R&D: 238**
  - # of IRR's and grievances per month? **IRRs GP: 132, IRRs R&D: 36**
  - # of transfers written per month? **GP: 42 R&D: n/a**
  - # of re-classification analysis (RCA's) per month? **GP: 133**
- G. Are there any services that you believe case managers should be providing, but are not providing?  
**None at this time.**
- H. If so, what are the barriers that prevent case managers from delivering these services? **N/A**
- I. What type of inmate programs/classes are the case managers at this institution involved in?  
**Inside Out Dads, Impact of Crime on Victims, Pathway to Change, Anger Management, Employability Skills/Life Skill, Living in Balance, Puppies for Parole.**
- J. What other duties are assigned to case managers at this institution?  
**Assisting with the yearly internal security audits, update offender management plans (TAPS), review offender program plans following administrative segregation releases, serve on segregation hearing committees, assist with clothing/laundry, legal mail issues, receive/process visiting and food visit request forms, receive and review incentive housing application request, direct and monitor the Puppies for Parole program activities, receive and validate Qualified Legal Claim forms, assist offenders with telephone and Canteen kiosk issues, receive requests for information from family members and supervisory staff, answer offender correspondence, make pertinent electronic chronological log entries, assist custody staff with escorts/searches/security checks, and arrange/monitor special phone call request.**

**14. Institutional Probation and Parole officers:**

- A. How many parole officers are assigned to this institution?  
**12**
- B. Do you currently have any staff shortages?

**Yes, we have one opening.**

- C. Do the parole officers accumulate comp-time?

**Parole Officers at ERDCC can accumulate comp time with prior approval from a supervisor. This does not happen often, but can happen on occasion.**

- D. Do the parole officers at this institution flex their time, work alternative schedules?

**Staff are encouraged to flex their time during the FLSA work week as necessary.**

- E. How do inmates gain access to meet with parole officers?

**Parole Officers meet with R&D offenders in staff dining, Monday through Friday, during the morning hours, by utilizing the lay-in process. Parole Officers meet with GP offenders, Tuesday through Thursday, in the morning hours in the Visiting Room, utilizing the lay-in process. If offenders are in PC, Ad Seg or TCU, officers go to them. If a situation arises, officers will also go to the housing units after calling the control room officer to check availability. Offenders can submit correspondence at any time and request to meet with P&P.**

- F. Average caseload size per parole officer? **230**

- # of pre-parole hearing reports per month? **98**
- # of community placement reports per month? **7**
- # of investigation requests per month? **94**

- G. Are there any services that you believe parole officers should be providing, but are not providing?

**There are some officers in the ERDCC Parole Office that have completed Pathways to Change facilitator training and have expressed an interest in teaching such. They are available as needed. Staff have attended MRP/TAP training and can assist in whatever way the institution wishes to utilize them.**

- H. If so, what are the barriers that prevent officers from delivering these services?

**No barriers are noted.**

- I. What type of inmate programs/classes are the parole officers at this institution involved in?

**Parole Officers are currently involved in the Friends and Family Orientation Program. Due to staff shortages and the number of new staff, the Pre-Release Program was put on hold this year. We plan on starting it back up in the near future.**

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

**We continue to strive for innovative methods to maintain our fiscal responsibility during the current budgetary climate.**

16. Does your institution have saturation housing? **No** If so, how many beds? **N/A**

17. **Radio/Battery Needs:**

- a. What is the number of radios in working condition?

**There are 572 radios in working condition, only 1 is not.**

- b. Do you have an adequate supply of batteries with a good life expectancy?

**Yes, there are an additional 70 new batteries at present.**

- c. Are the conditioners/rechargers in good working order?

**All of the conditioners/rechargers are in good working order.**